Proliphix Remote Management Setup and User's Guide

Release 1.0

P R O L I P H I X

Part No. 600-08000-000, Rev. 1B
May 2008

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Contents

Preface

Audience **ix**
Proliphix Documentation Library **6-x**
Conventions **xi**
Technical Publications **xii**
Technical Support **xii**
Proliphix Welcomes Your Comments **xiii**

Chapter 1 Configuring Remote Management

Product Registration **1-3**
Configuring the Thermostat(s) **1-4**
Configuring the Router and Port Forwarding **1-5**
- Connecting to Proliphix Devices on a local LAN Connection **1-6**
- Connecting to Proliphix Devices across an Internet (WAN) Connection Using a Non-Translating Requirement **1-10**
  - Router Configuration Parameters **1-10**
  - Proliphix Network Settings Configuration Parameters **1-10**
  - Example of Basic Port Forwarding Setup with Non-Translating Requirements **1-11**
- Connecting to the Proliphix Thermostat Devices across an Internet (WAN) Connection Using a Translating Capable Router **1-12**
  - Example of Port Forwarding Setup Using Two Network Address Translation (NAT) Routers **1-13**

Chapter 2 Using the Remote Management Interface

Logging into the RMI **2-2**
Understanding the RMI **2-4**
Managing a Device **2-5**
- Configuring a Device **2-5**
- Viewing a Device's Statistics **2-6**
- Deleting a Device **2-6**

Editing the Account Profile **2-7**

List of Figures

Figure 1-1 Remote Management and Control **1-2**
Figure 1-2 Configuration Using Default Port Forwarding **1-6**
Figure 1-3 Web Page Using Default Port Forwarding **1-7**
Figure 1-4 Configuration Using Port Forwarding with an Assigned Value **1-8**
Figure 1-5 Web Page Using Port Forwarding with an Assigned Value **1-9**
Figure 1-6 Port Forwarding with Non-Translating Requirements **1-11**
Figure 1-7 Port Forwarding with Two NAT Routers **1-12**
Figure 2-1 Proliphix Website **2-2**
Figure 2-2 Remote Management Interface Login Window **2-2**
Figure 2-3 Remote Management Window **2-3**
Figure 2-4 TMI Window **2-5**
Figure 2-5 RMI Login Window **2-6**
Figure 2-6 Account Profile Window **2-7**

Preface

The *Proliphix Remote Management Setup and User's Guide* describes how to set up your network and manage your thermostat remotely.

Audience

The *Remote Management Setup and User's Guide* is intended to be read by users who are ***NOT*** Authorized Proliphix Installers/Dealers. If you are an Authorized Proliphix Installer, refer to the *Proliphix Installer Remote Management Guide*.

This guide is ***ONLY*** intended for end-users who have purchased their Proliphix Network Thermostats directly from an online retailer, through a catalogue distributor, or directly from Proliphix and wish to install the product and provision the Remote Management Service themselves.

The user should have a good working knowledge of data networking principles. They should have had prior experience establishing a local area network in their home or office which would include connecting patch panels and switches, as well as configuring features on their firewall router.

If you are uncomfortable with provisioning the Remote Management Service yourself, please contract with an authorized Proliphix Dealer to perform the configuration. If you would like information about where the closest Proliphix Authorized Dealer is located, please contact Proliphix at 1-866-IPLIVING. For more information, see Technical Support (page -xii).

Note

If a VPN is used to access your thermostats remotely then they appear to reside on your "local" network. You therefore do not need to control them through the Proliphix Remote Management Service via the Proliphix website. However, E-mail notification due to alarm conditions will NOT be available with VPN use.

Proliphix Documentation Library

The following documentation is available for Proliphix products. *Software Release Notes* ship with each product. For ordering information, see Technical Publications (page -xii).

Proliphix Product	Title	Audience
NT10e, NT20e, NT100e/h, NT120e/h, NT130e/h, NT150e/h, and NT160e/h	*Proliphix Thermostat Installation Guide*	For customers who want to install the Basic and Professional series thermostat.
EPA 20 and EPA 60	*Proliphix Ethernet Power Adapter Installation Guide*	For customers who want to install the EPA-20 or EPA-60 Ethernet Power Adapter.
NT10e, NT20e, NT100e/h, NT120e/h, NT130e/h, NT150e/h, and NT160e/h	*Proliphix Remote Management Setup and User's Guide*	For customers who want to remotely manage their thermostats through secure authentication at the Proliphix website.
TM220e/h and TM250e/h	*Thermal Management Series Network Thermostat Configuration Guide (TM220e/h and TM250e/h)*	For customers who want to access and control their Proliphix Thermal Management series thermostat through either the Thermostat Device Interface or more specifically through the browser-based Thermostat Management Interface (TMI).
NT100e/h, NT120e/h, NT130e/h, NT150e/h, and NT160e/h	*Professional Series Network Thermostat Configuration Guide (NT100e/h, NT120e/h, NT130e/h, NT150e/h, and NT160e/h)*	For customers who want to access and control their Proliphix Professional series thermostat through either the Thermostat Device Interface or more specifically through the browser-based Thermostat Management Interface (TMI).
NT10e and NT20e	*Basic Series Network Thermostat Configuration Guide (NT10e and NT20e)*	For customers who want to access and control their Proliphix Basic series thermostat through either the Thermostat Device Interface or more specifically through the browser-based Thermostat Management Interface (TMI).
NT10e, NT20e, NT100e/h, NT120e/h, NT130e/h, NT150e/h, NT160e/h TM220e/h, and TM250e/h	*UniVista Installation Guide*	For customers who want to install UniVista.
NT10e, NT20e, NT100e/h, NT120e/h, NT130e/h, NT150e/h, NT160e/h TM220e/h, and TM250e/h	*UniVista User's Guide*	For customers who want to manage their Proliphix devices remotely using UniVista.

Conventions

This guide uses the following conventions, when applicable:

Description	Convention and Example
Commands or keywords, file or path names	**Boldface** font
Variable parameters for which you supply values	<*courier italics*>
Options and arguments for which you supply values	[ ]
Information that the user must enter	**`Courier Bold`** font
Screen messages or system output	`Courier Regular` font
Selecting a menu item	**Menu** => **Option**
Book titles, new terms, and emphasized text	*Italics*

Note *Additional information that may apply to the subject text.*

Caution *Proceed carefully to avoid possible equipment damage or data loss.*

Warning *Proceed carefully to avoid possible personal injury.*

Tip *Provide helpful suggestions.*

Technical Publications

Customers can obtain product documentation on our website at http://www.proliphix.com/Documenation.aspx.

Note

Documentation is available for currently supported product releases. Documentation is available in Adobe PDF format. You can view PDFs online using the Adobe Reader ® 6.0 or later. To download the latest version of the Adobe Reader software from the Adobe website, click http://www.adobe.com/products/acrobat/readstep2.html.

Technical Support

Proliphix Technical Support provides technical support between the hours of 9:00 AM and 5:00 PM Eastern Time, Monday through Friday. Extended 7/24 contracts are available.

When contacting Proliphix Technical Support, please have the following information available:

- Product model and serial number
- Type of heating/cooling system (for example, gas, oil, or electric; warm air, hot water, heat pump, steam or gravity)
- Location and number of wires attached to the Proliphix thermostat

To contact Proliphix Technical Support:

Proliphix, Inc.
www.proliphix.com
66 Tadmuck Road, Suite 1
Westford, MA 01886

E-mail: support@proliphix.com

Telephone support
1-866-IPLIVING

Fax: Attention Proliphix Technical Support
1-978-692-3378

Proliphix Welcomes Your Comments

You can mail, email, or fax your comments. Please include the document part number in the subject line of your email or fax message.

E-mail: techpubs@Proliphix.com

Fax: Attention Technical Publications
978-692-3378

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66 Tadmuck Road, Suite 1
Westford, MA 01886

Chapter 1

Configuring Remote Management

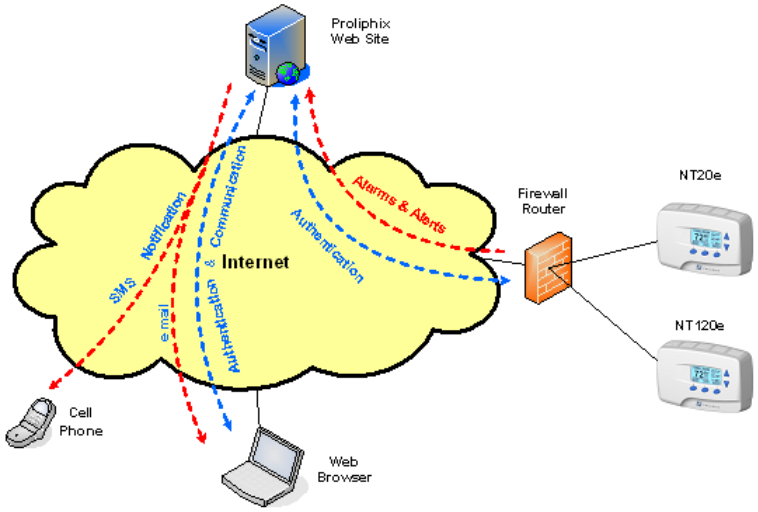
The Proliphix Network Thermostats are designed specifically to communicate directly over the Internet using the Internet Protocol (IP). This capability allows the user to securely access, manage, and control their thermostats from anywhere in the world with the use of common web browser.

To provide this Remote Management capability, Proliphix developed Remote Management Server Software running on a secure and highly reliable web server. This software intercommunicates with registered Proliphix Thermostats on a periodic interval to ensure that each thermostat is reachable by any web browser throughout the Internet. It also provides user authentication and IP address independence.

Additionally, alarms and/or alerts detected at the thermostats are communicated immediately to the Proliphix Remote Management Server for processing. Notification of these alarms and exception conditions are then communicated to the user (or their agents) via E-mail to either their cell phones or standard E-mail accounts.

Figure 1-1 displays what happens when a user logs onto the Proliphix website using a web browser. After the user is authenticated as a registered Proliphix thermostat owner, the server communicates to the thermostat to open a secure channel between the user's web browser and the desired thermostat. Communication between the user and the thermostat may then be invoked by the user through the Remote Management Graphical User Interface (GUI). The user simply clicks the links in the browser to access their thermostats with no knowledge of IP addressing.

Figure 1-1 Remote Management and Control



As an owner and end-user of the Proliphix Internet-enabled Network Thermostat, you may administer your personal Remote Management Service by first registering the product then configuring your thermostat(s) and router. Perform the following tasks in the order shown below:

1 Register the product.

For information about registering the product, see Product Registration.

2 Configure the thermostat(s).

For information about configuring the thermostat(s), see Configuring the Thermostat(s) (page 1-4).

3 Configuring the router and port forwarding.

For information about configuring the router and port forwarding, see Configuring the Router and Port Forwarding (page 1-5).

After you have completed the provisioning of your Remote Management Service for all of your thermostats, please consult the *Proliphix Remote Management User Guide* for instructions and details on managing your thermostats.

Product Registration

As a new owner and end-user of the Proliphix Internet-enabled thermostat, you must register with Proliphix so that an account can be established in your name. In addition, a unique Customer Identifier (ID) is administered to you and allows you to access your thermostat(s) over the Internet.

Note

You need to register only once with a single valid serial number retrieved from the Proliphix Network Thermostat device. All other thermostats will self identify themselves to the Proliphix Remote Management Server Software if the Proliphix assigned Customer ID is set in each one.

To register the product:

1. Open a browser window.
2. Enter **`www.proliphix.com`** in the browser window.
3. Click **Products**.
4. Click **Product Registration** under **Remote Managment**.
5. Complete the form by filling in all the required fields.
6. Click **Register Device**.

Proliphix generates an automatic E-mail reply immediately after receiving the registration information. The E-mail states confirmation of the account information and that an account will be established within 24 hours. After Proliphix establishes an account, an Account Confirmation E-mail is sent to the user with the following information:

- A unique Customer ID.
- An initial username.

Note

The default username is the Customer ID.

- An initial random password.

Configuring the Thermostat(s)

After you have registered your product and prior to configuring your router, you must set some basic parameters in your thermostat.

To configure your thermostat:

1. Log in to the TMI (Thermostat Management Interface) as the **Administrator**.
2. Access the **General Settings** Page through the TMI.

   For information about accessing the **General Settings** Page through the TMI, see the appropriate Proliphix Network Thermostat Configuration Guide for your specific product.
3. Enter the **Device Name**.
4. Enter the **Site Name**.

   For example, enter the name or location of the property.
5. Click **Submit**.
6. Access the **Network Settings Page** through the TMI.
7. Set the **IP Address Method** to **Static**.
8. Enter a unique **IP address**, **Subnet Mask**, **Gateway address**, **Inbound port number** and **HTTP port number**.
9. Click **Submit**.

Note

For more information about configuring your thermostat, see the appropriate Proliphix Network Thermostat Configuration Guide for your specific product.

Configuring the Router and Port Forwarding

Port forwarding, also known as Virtual Server or Pinhole settings depending on your router/firewall manufacturer, is a feature that allows a port (or range of ports) to be opened and allow traffic to be passed to a specific device/IP address on your network.

A port is a numbered field used to identify a connection between two devices trying to communicate with each other, for example, a numbered doorway into your network.

As a user of Proliphix products, your ultimate goal is to access your Proliphix device's web server from anywhere outside of your local area network (LAN). Every website has a port with which it is associated and the most common port used is port 80. This is the default port for almost all commercial websites that you visit everyday. Internet browsers assume that the website you are going to is running on port 80, therefore making it convenient for you by not requiring you to specify port 80 as part of the web address. If a browser did require it then it would be the same address with an :80 at the end. For example **http://www.proliphix.com:80** is the same as **http://www.proliphix.com**.

If the value that the web server is running on is anything other than :80 then you need to specify it by appending the colon/port number after the address. Below are examples of this showing both an IP address and a URL website name:

IP Address example: http://192.168.111.109:8081
URL website name example: **http://www.proliphix.com:8081**

This information is important because each device must have a unique port number. Understanding how ports work helps you configure your router/firewall correctly to allow your traffic to reach the Proliphix thermostat's web server.

If you are going to be using the Proliphix Remote Management Interface (RMI), there are two port settings within the thermostats that are affected:

- The Inbound Firewall Port (WAN side)
- The web Server HTTP Port (LAN side)

The Inbound Firewall port (WAN) has only one function to perform, which is to set a port value that the thermostat uses to tell the Proliphix RMI what port to use when it tries to contact the thermostat. From the thermostat's perspective, the traffic is inbound from the RMI to the thermostat.

The Web Server HTTP port (LAN) is the port that the web server within the thermostat is actually running on. Your browser must be able to access this port to retrieve web pages from the device.

Connecting to Proliphix Devices on a local LAN Connection

If you are on the same LAN as the thermostat and there are no firewall/routers involved or required then the Inbound Firewall Port is not affected because it only has an affect when you pass through a router or firewall. Therefore, when on the same LAN as the thermostat simply enter the IP address of the thermostat in your local PC's browser URL, for example **`http://192.168.111.109`**, to connect to the thermostat.

Note *Include the forwarding port in the IP address only if the HTTP port is something other than 80 (default forwarding port=80).*

Figure 1-2 displays the basic configuration necessary to connect to Proliphix devices on a local LAN connection.

Figure 1-2 Configuration Using Default Port Forwarding

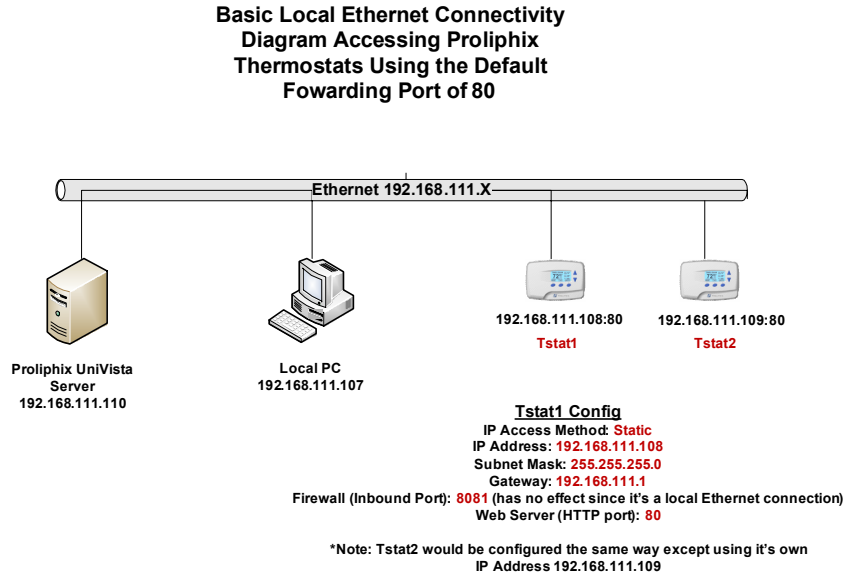
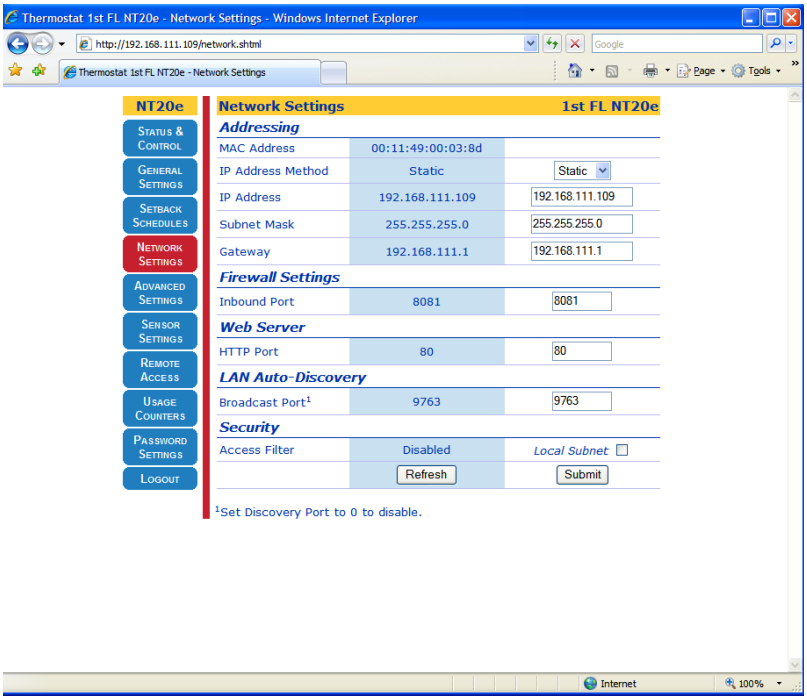

Basic Local Ethernet Connectivity Diagram Accessing Proliphix Thermostats Using the Default Fowarding Port of 80
Ethernet 192.168.111.X
Proliphix UniVista Server 192.168.111.110
Local PC 192.168.111.107
192.168.111.108:80
Tstat1
192.168.111.109:80
Tstat2
Tstat1 Config
IP Access Method: Static
IP Address: 192.168.111.108
Subnet Mask: 255.255.255.0
Gateway: 192.168.111.1
Firewall (Inbound Port): 8081 (has no effect since it's a local Ethernet connection)
Web Server (HTTP port): 80
*Note: Tstat2 would be configured the same way except using it's own IP Address 192.168.111.109

Figure 1-3 displays how you must enter **`http://192.168.111.109`** in your browser URL to access the thermostat because the forwarding port is using the default 80 port and therefore is not required after the IP address.

Figure 1-3 Web Page Using Default Port Forwarding



In Figure 1-4, the HTTP port is not set to the default port 80, therefore you have to use the assigned value, for example: port 8081, as part of the IP address to access the thermostat. Therefore, to access the thermostat you must enter `http://192.168.111.109:8081` in the browser URL.

Figure 1-4 Configuration Using Port Forwarding with an Assigned Value

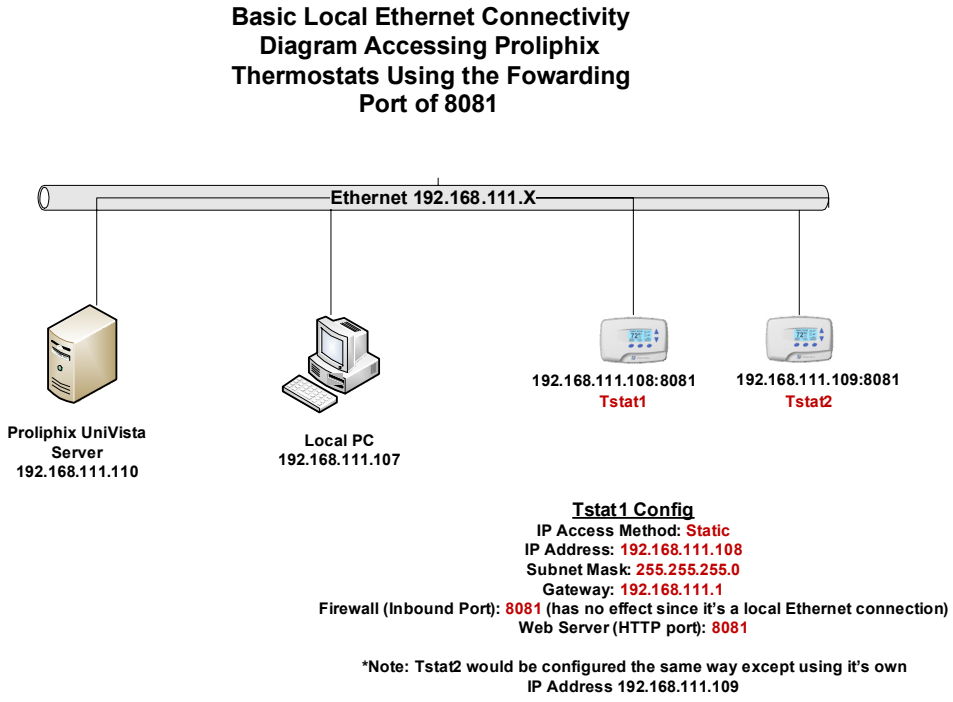

Basic Local Ethernet Connectivity Diagram Accessing Proliphix Thermostats Using the Fowarding Port of 8081
Ethernet 192.168.111.X
Proliphix UniVista Server 192.168.111.110
Local PC 192.168.111.107
192.168.111.108:8081 Tstat1
192.168.111.109:8081 Tstat2
Tstat1 Config
IP Access Method: Static
IP Address: 192.168.111.108
Subnet Mask: 255.255.255.0
Gateway: 192.168.111.1
Firewall (Inbound Port): 8081 (has no effect since it's a local Ethernet connection)
Web Server (HTTP port): 8081
*Note: Tstat2 would be configured the same way except using it's own IP Address 192.168.111.109

Figure 1-5 displays how you must enter **`http://192.168.111.109:8081`** to access the thermostat in your browser URL because the forwarding port is using the port forwarding number of 8081 and therefore required after the IP address.

Figure 1-5 Web Page Using Port Forwarding with an Assigned Value

The Port Forward rules states: “When receiving incoming traffic on port X, forward it to the IP address of Y.Y.Y.Y and the destination port of Z.” Where X is the Inbound Port set on the thermostat, Y.Y.Y.Y is the IP address of the thermostat on the LAN and Z is the HTTP port on the thermostat.

Using Figure 1-5 above as an example, the traffic inbound on port 8081 would be forwarded to 192.168.111.109 with a destination port of 8081.

Connecting to Proliphix Devices across an Internet (WAN) Connection Using a Non-Translating Requirement

The main goal is to get the web server HTTP port on the Proliphix devices to display the web pages for configuration and management capabilities. When you need to connect to the Proliphix devices across an Internet connection there are a few configuration parameters you need to consider to make these devices reachable. Therefore, there are two main configuration tasks you need to think about when configuring your network to reach Proliphix devices:

- Configuring your firewall/router parameters for IP and Port Forwarding connectivity
- Configuring the Proliphix devices for IP and Port Forwarding connectivity

Router Configuration Parameters

The following information must be configured on your router:

- Port Forwarding parameters
- IP address for Proliphix device

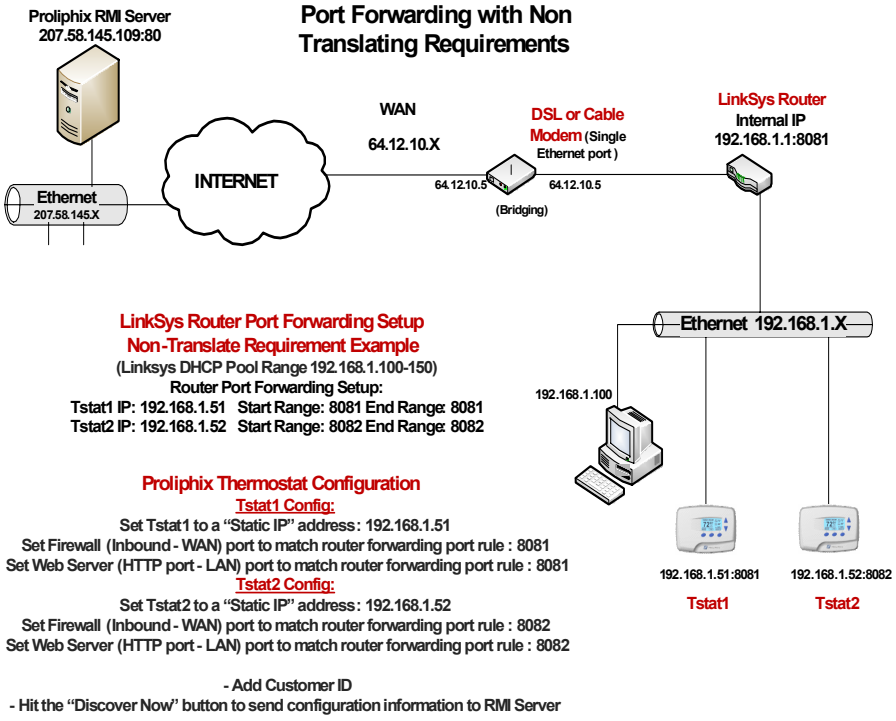
Proliphix Network Settings Configuration Parameters

The following information must be configured on your device:

- Addressing
  - IP Address Method
  - IP Address
  - Subnet Mask
  - Gateway
- Firewall Settings
  - Inbound Port
- Web Server
  - HTTP Port

Figure 1-6 displays how an Internet connection is achieved using a non-translating requirement and is able to reach the Proliphix Remote Management Interface (RMI) to monitor and manage a Proliphix Thermostat device over a WAN (Internet) connection.

Figure 1-6 Port Forwarding with Non-Translating Requirements


Proliphix RMI Server
207.58.145.109:80
Port Forwarding with Non Translating Requirements
WAN
64.12.10.X
DSL or Cable Modem (Single Ethernet port)
LinkSys Router
Internal IP
192.168.1.1:8081
INTERNET
Ethernet
207.58.145.X
64.12.10.5
64.12.10.5
(Bridging)
LinkSys Router Port Forwarding Setup
Non-Translate Requirement Example
(Linksys DHCP Pool Range 192.168.1.100-150)
Router Port Forwarding Setup:
Tstat1 IP: 192.168.1.51 Start Range: 8081 End Range: 8081
Tstat2 IP: 192.168.1.52 Start Range: 8082 End Range: 8082
Ethernet 192.168.1.X
192.168.1.100
Proliphix Thermostat Configuration
Tstat1 Config:
Set Tstat1 to a "Static IP" address: 192.168.1.51
Set Firewall (Inbound - WAN) port to match router forwarding port rule : 8081
Set Web Server (HTTP port - LAN) port to match router forwarding port rule : 8081
Tstat2 Config:
Set Tstat2 to a "Static IP" address: 192.168.1.52
Set Firewall (Inbound - WAN) port to match router forwarding port rule : 8082
Set Web Server (HTTP port - LAN) port to match router forwarding port rule : 8082
- Add Customer ID
- Hit the "Discover Now" button to send configuration information to RMI Server
192.168.1.51:8081
Tstat1
192.168.1.52:8082
Tstat2

Example of Basic Port Forwarding Setup with Non-Translating Requirements

To setup forwarding with non-translating requirements:

1 Set up your Router with the following parameters:

- Tstat1 IP: 192.168.1.51 Start Range: **8081** End Range: **8081**
- Tstat2 IP: 192.168.1.52 Start Range: **8082** End Range: **8082**

Note *The Linksys is set up with Linksys DHCP Pool Range 192.168.1.100-150.*

2 Configure your thermostats with the following parameters:

a From the **Network Settings** page through the TMI, set the Tstat **Static IP** address as follows:

– Tstat1 to Static IP address: **192.168.1.51**

– Tstat2 to Static IP address: **192.168.1.52**

b From the **Network Settings** page through the TMI, set the **Firewall (Inbound - WAN)** port to match router forwarding port rule as follows:

- Tstat1 to forwarding port rule: **8081**
- Tstat2 to forwarding port rule: **8082**

c From the **Network Settings** page through the TMI, set the **Web Server (HTTP port - LAN)** port to match router forwarding port rule as follows:

- Tstat1 to forwarding port rule: **8081**
- Tstat2 to forwarding port rule: **8082**

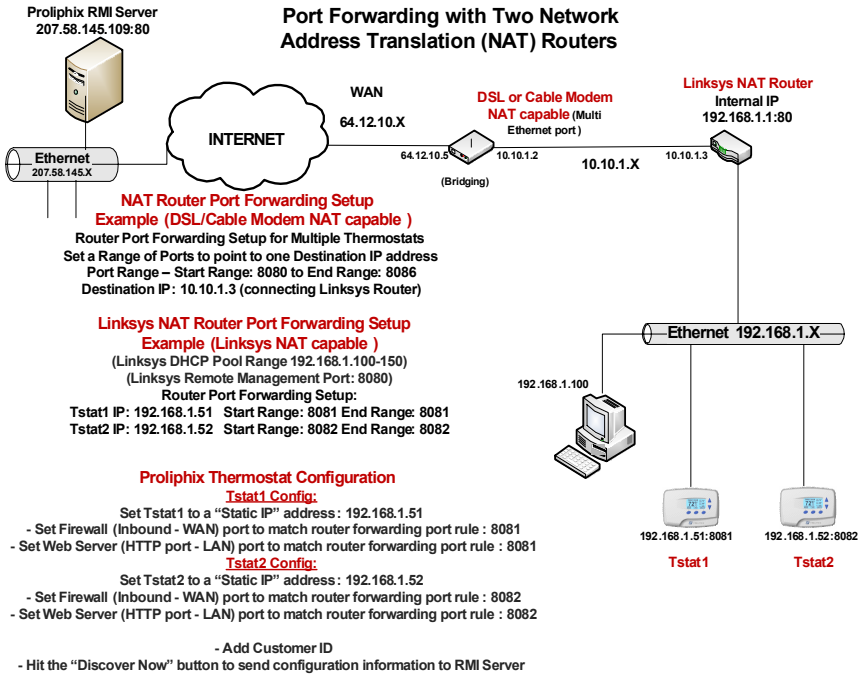
d From **Remote Access** page on the TMI, enter your personal Proliphix supplied individual **Customer ID** for both Tstat1 and Tstat2.

e Click **Discover Now** on both Tstat1 and Tstat2 to send configuration information to RMI Server.

Connecting to the Proliphix Thermostat Devices across an Internet (WAN) Connection Using a Translating Capable Router

Similar to setting up your network configuration parameters for a non-translating requirement, Figure 1-7 is an example of how an internet connection may be achieved using Network Address Translation (NAT) capable routers. The routers are able to reach the Proliphix Remote Management Interface (RMI) to monitor and manage a Proliphix Thermostat device over a WAN (internet) connection.

Figure 1-7 Port Forwarding with Two NAT Routers


Proliphix RMI Server
207.58.145.109:80
Port Forwarding with Two Network Address Translation (NAT) Routers
WAN
64.12.10.X
INTERNET
DSL or Cable Modem
NAT capable (Multi Ethernet port)
Linksys NAT Router
Internal IP
192.168.1.1:80
Ethernet
207.58.145.X
64.12.10.5
10.10.1.2
(Bridging)
10.10.1.X
10.10.1.3
NAT Router Port Forwarding Setup
Example (DSL/Cable Modem NAT capable)
Router Port Forwarding Setup for Multiple Thermostats
Set a Range of Ports to point to one Destination IP address
Port Range – Start Range: 8080 to End Range: 8086
Destination IP: 10.10.1.3 (connecting Linksys Router)
Linksys NAT Router Port Forwarding Setup
Example (Linksys NAT capable)
(Linksys DHCP Pool Range 192.168.1.100-150)
(Linksys Remote Management Port: 8080)
Router Port Forwarding Setup:
Tstat1 IP: 192.168.1.51 Start Range: 8081 End Range: 8081
Tstat2 IP: 192.168.1.52 Start Range: 8082 End Range: 8082
Ethernet 192.168.1.X
192.168.1.100
Proliphix Thermostat Configuration
Tstat1 Config:
Set Tstat1 to a "Static IP" address: 192.168.1.51
- Set Firewall (Inbound - WAN) port to match router forwarding port rule : 8081
- Set Web Server (HTTP port - LAN) port to match router forwarding port rule : 8081
Tstat2 Config:
Set Tstat2 to a "Static IP" address: 192.168.1.52
- Set Firewall (Inbound - WAN) port to match router forwarding port rule : 8082
- Set Web Server (HTTP port - LAN) port to match router forwarding port rule : 8082
- Add Customer ID
- Hit the "Discover Now" button to send configuration information to RMI Server
192.168.1.51:8081
192.168.1.52:8082
Tstat1
Tstat2

Example of Port Forwarding Setup Using Two Network Address Translation (NAT) Routers

To setup forwarding using two NAT Routers:

1 Configure your NAT DSL/Cable Modem with the following parameters:

- Router Port Forwarding Setup for Multiple Thermostats
- Set a Range of Ports to point to one IP address
- Port Range - External (WAN): 8080 to Internal (LAN): 8086
- Destination IP: 10.10.1.3 (connecting Linksys Router)

2 Configure the Linksys NAT Router with the following Port Forwarding parameters:

Note

The Linksys is set up with Linksys DHCP Pool Range 192.168.1.100-150 and Linksys Remote Management Port: 8080.

- Tstat1 IP: 192.168.1.51 Start Range: **8081** End Range: **8081**
- Tstat2 IP: 192.168.1.52 Start Range: **8082** End Range: **8082**

3 Configure your thermostats with the following parameters:

a From the **Network Settings** page through the TMI, set the Tstat **Static IP** address as follows:

- Tstat1 to Static IP address: **192.168.1.51**
- Tstat2 to Static IP address: **192.168.1.52**

b From the **Network Settings** page through the TMI, set the **Firewall (Inbound - WAN)** port to match router forwarding port rule as follows:

- Tstat1 to forwarding port rule: **8081**
- Tstat2 to forwarding port rule: **8082**

c From the **Network Settings** page through the TMI, set the **Web Server (HTTP port - LAN)** port to match router forwarding port rule as follows:

- Tstat1 to forwarding port rule: **8081**
- Tstat2 to forwarding port rule: **8082**

d From the **Remote Access** page through the TMI, enter your personal Proliphix supplied individual **Customer ID** for both Tstat1 and Tstat2.

e Click **Discover Now** on both Tstat1 and Tstat2 to send configuration information to RMI Server.

The thermostat and Remote Management Server establish an initial connection and transfer relevant account information.

Note

This process may take up to 5 minutes.

Chapter 2

Using the Remote Management Interface

After your thermostats have successfully connected with the Proliphix Server Software, you may access the Proliphix website at www.proliphix.com and use your Proliphix-assigned account information to manage your thermostat over the Internet using the Proliphix Remote Management Interface (RMI).

This chapter discusses how to access and use the RMI. Specifically, it contains the following sections:

- Logging into the RMI (page 2-2)
- Understanding the RMI (page 2-4)
- Managing a Device (page 2-5)
- Editing the Account Profile (page 2-7)

Logging into the RMI

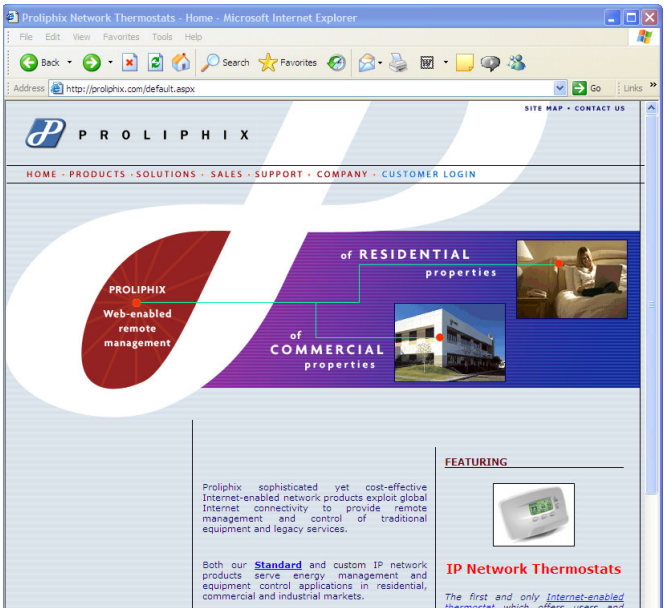
To access and log into the RMI:

1 Open a browser window.

2 Enter **`www.proliphix.com`** in the browser window.

The main page of the Proliphix website appears. See Figure 2-1.

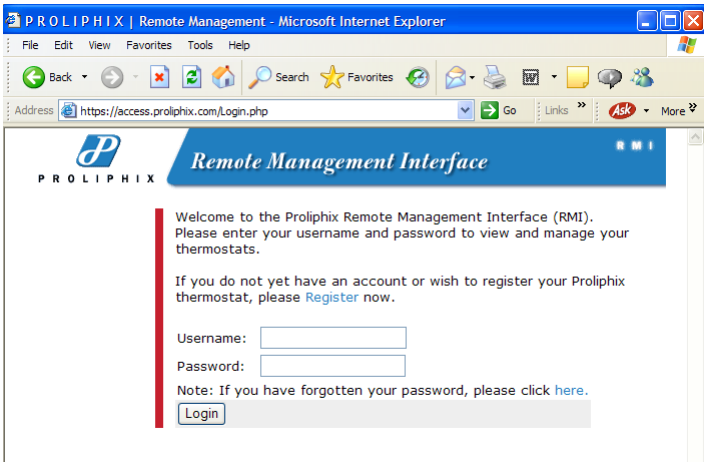
Figure 2-1 Proliphix Website


Proliphix Network Thermostats - Home - Microsoft Internet Explorer
http://proliphix.com/default.aspx
SITE MAP • CONTACT US
PROLIPHIX
HOME · PRODUCTS · SOLUTIONS · SALES · SUPPORT · COMPANY · CUSTOMER LOGIN
PROLIPHIX
Web-enabled remote management
of RESIDENTIAL properties
of COMMERCIAL properties
FEATURING
Proliphix sophisticated yet cost-effective Internet-enabled network products exploit global Internet connectivity to provide remote management and control of traditional equipment and legacy services.
Both our Standard and custom IP network products serve energy management and equipment control applications in residential, commercial and industrial markets.
IP Network Thermostats

3 From the main menu, click **Customer Login**.

The **Remote Management Interface** window appears. See Figure 2-2.

Figure 2-2 Remote Management Interface Login Window


PROLIPHIX | Remote Management - Microsoft Internet Explorer
https://access.proliphix.com/Login.php
PROLIPHIX
Remote Management Interface
RMI
Welcome to the Proliphix Remote Management Interface (RMI).
Please enter your username and password to view and manage your thermostats.
If you do not yet have an account or wish to register your Proliphix thermostat, please Register now.
Username:
Password:
Note: If you have forgotten your password, please click here.
Login

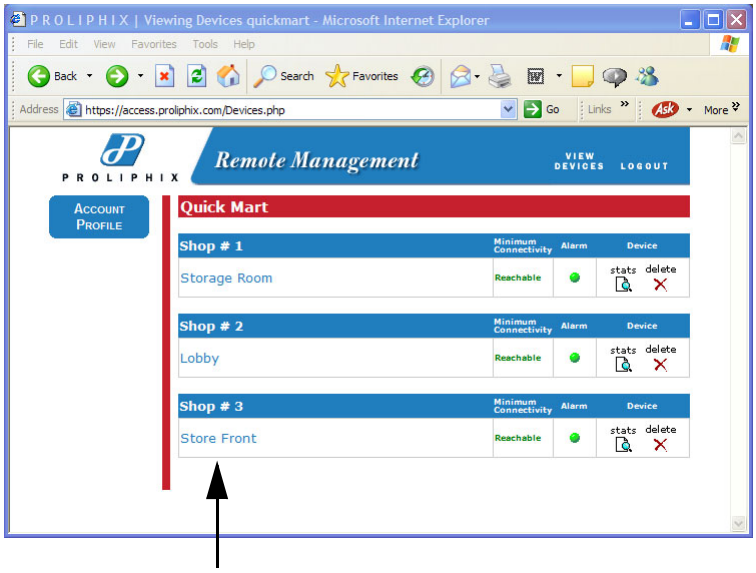
Note

*Before you can access the RMI, you must have registered your device(s). If you have not registered your device(s), click **Register** and see Product Registration (page 1-3) for more information about registering your device(s).*

4 Enter your Proliphix-assigned **Username** and **Password** to access your account.

The **Remote Management** window appears and displays the device(s) associated with the account. See Figure 2-3.

Figure 2-3 Remote Management Window



Note

If you are unaware of your username and/or password then contact your Authorized Proliphix Installer for more information.

Note

*If you forget your password, click the word "**here**." Enter your **Username** and click **Get New Password**. A new password is sent to the E-mail address with which the account is associated.*

Understanding the RMI

The RMI displays information specific to each device. Table 2-1 describes each of the headings found on the RMI.

Table 2-1 Device List Field Definitions

Field	Description	Parameters
Device Name	The name of the device.	
Minimum Connectivity	Displays the status of the device.	■ **Reachable** - The thermostat is reachable for remote management and successfully intercommunicates with the Proliphix Remote Management Server Software. **Note:** If the device name is blue, the link is active and the TMI Status & Control (default) page for that thermostat is accessible. ■ **Firewalled** - The thermostat is unreachable due to an existing firewall. The thermostat has successfully notified the server of its existence, but the Proliphix Remote Management Server Software is unable to respond to the thermostat because the user's firewall router is inhibiting access to the thermostat. ■ **Unreachable** - The thermostat is unreachable. The Proliphix Remote Management Server Software is not receiving periodic messaging from the thermostat. It is likely that the thermostat and the Server Software maintained a connection at one time but now that connection has been lost.
Alarm	Displays the type of alarm received by the thermostat.	■ **Green** - There are no alarms pending. ■ **Red** - There is a high severity level alarm, for example a Low Temperature alarm, is present.
Device	Used to perform specific actions on a device.	■ stats - Displays the device statistics. ■ delete - Deletes the device.

Managing a Device

This section discusses how to manage a device using the RMI. Specifically, it contains the following sections:

- Configuring a Device (page 2-5)
- Viewing a Device's Statistics (page 2-6)
- Deleting a Device (page 2-6)

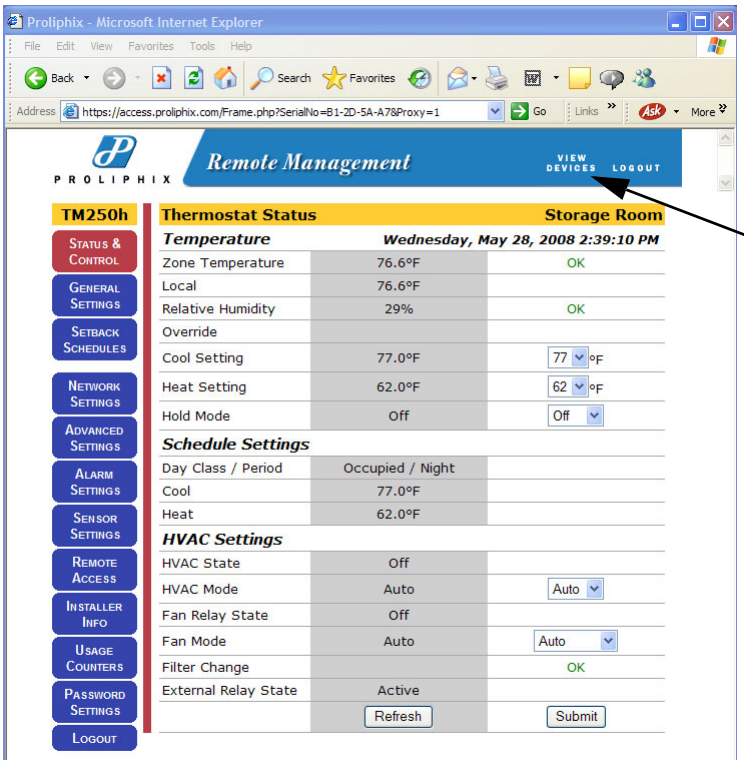
Configuring a Device

To configure a device, click the device name. The **Thermostat Management Interface (TMI)** window appears (see Figure 2-4) and contains two components: the Remote Management header and the thermostat TMI, which is the same TMI used to manage the thermostat on the local network.

Note

*In the Remote Management header, click **View Devices** to return back to the Device List window and continue viewing other thermostats.*

Figure 2-4 TMI Window



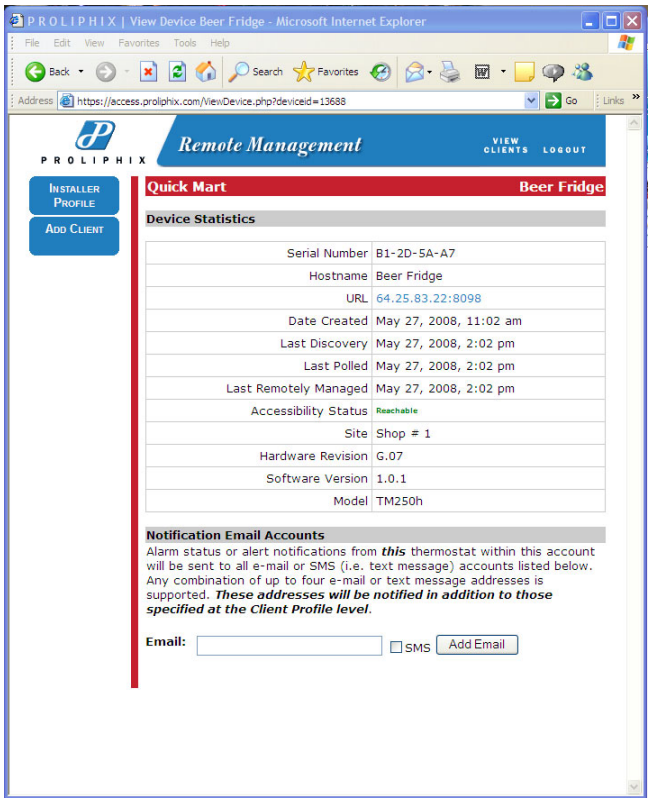
Note

For specific information about how to configure a device, see the Proliphix Network Thermostat Configuration Guide specific to your type of device. For more information, see the Proliphix Documentation Library (page -x).

Viewing a Device's Statistics

To view a device's statistics, click **stats**. The **Device Statistics** window appears (see Figure 2-5) and displays information specific to the device, for example: the device's serial number, the last know WAN IP address and port number, the last known discovery exchange, and the time the device was remotely managed.

Figure 2-5 RMI Login Window


PROLIPHIX | View Device Beer Fridge - Microsoft Internet Explorer
https://access.proliphix.com/viewDevice.php?deviceid=13688
PROLIPHIX
Remote Management
VIEW CLIENTS
LOGOUT
INSTALLER PROFILE
ADD CLIENT
Quick Mart
Beer Fridge
Device Statistics
Serial Number B1-2D-5A-A7
Hostname Beer Fridge
URL 64.25.83.22:8098
Date Created May 27, 2008, 11:02 am
Last Discovery May 27, 2008, 2:02 pm
Last Polled May 27, 2008, 2:02 pm
Last Remotely Managed May 27, 2008, 2:02 pm
Accessibility Status Reachable
Site Shop # 1
Hardware Revision G.07
Software Version 1.0.1
Model TM250h
Notification Email Accounts
Alarm status or alert notifications from this thermostat within this account will be sent to all e-mail or SMS (i.e. text message) accounts listed below. Any combination of up to four e-mail or text message addresses is supported. These addresses will be notified in addition to those specified at the Client Profile level.
Email:
SMS
Add Email

Deleting a Device

To delete a device, click **delete**. The device is removed from the device list.

Editing the Account Profile

You use the Account Profile window to change the account username and password, for example. You may also set up any combination of four E-mail or SMS (text message) addresses that are notified upon the occurrence of any device alarm or alert associated with your account.

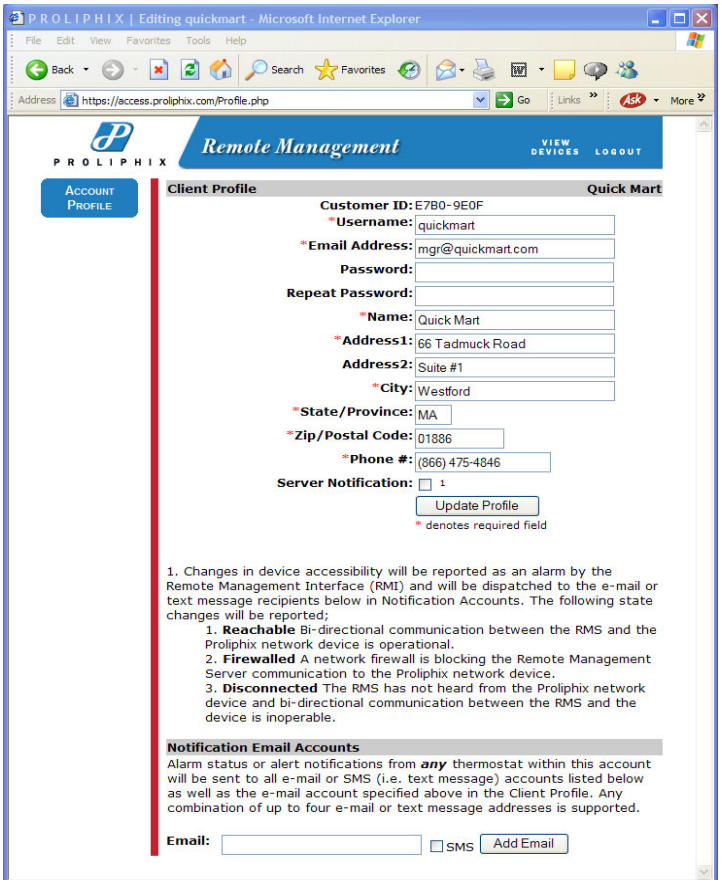
Note *The SMS option is intended for cell phones equipped with text messaging capability.*

To edit the account profile:

1 Click **Account Profile**.

The **Client Profile** window appears (see Figure 2-6) and displays the information specific to the account.

Figure 2-6 Account Profile Window


PROLIPHIX | Editing quickmart - Microsoft Internet Explorer
https://access.proliphix.com/Profile.php
PROLIPHIX
Remote Management
VIEW DEVICES
LOGOUT
ACCOUNT PROFILE
Client Profile
Quick Mart
Customer ID: E7B0-9E0F
*Username: quickmart
*Email Address: mgr@quickmart.com
Password:
Repeat Password:
*Name: Quick Mart
*Address1: 66 Tadmuck Road
Address2: Suite #1
*City: Westford
*State/Province: MA
*Zip/Postal Code: 01886
*Phone #: (866) 475-4846
Server Notification: 1
Update Profile
* denotes required field
1. Changes in device accessibility will be reported as an alarm by the Remote Management Interface (RMI) and will be dispatched to the e-mail or text message recipients below in Notification Accounts. The following state changes will be reported;
1. Reachable Bi-directional communication between the RMS and the Proliphix network device is operational.
2. Firewalled A network firewall is blocking the Remote Management Server communication to the Proliphix network device.
3. Disconnected The RMS has not heard from the Proliphix network device and bi-directional communication between the RMS and the device is inoperable.
Notification Email Accounts
Alarm status or alert notifications from any thermostat within this account will be sent to all e-mail or SMS (i.e. text message) accounts listed below as well as the e-mail account specified above in the Client Profile. Any combination of up to four e-mail or text message addresses is supported.
Email:
SMS
Add Email

2 Modify the fields, as necessary.

3 Click **Update Profile** to save the changes.